

**CATIID**

Unique identification number assigned by the CATI system

**TYPE**

ENTER TYPE OF CUSTOMER FROM SAMPLE

Residential.....0  
 Non-Residential.....1

**UTILN**

utility number

AmerenCIPS .....1  
 AmerenUE .....2  
 CILCO .....3  
 ComEd .....4  
 Illinois Power.....5  
 Mid American Energy.....6  
 Public Utility.....7

**ODCID**

Unique identification number assigned by ODC staff

**START**

Hello, may I speak with <CUSTOMER NAME>? Hello, my name is \_\_\_\_\_. We are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company. May I speak with the head of your household who is most familiar with the service from your electric company?

Yes.....1  
 No-terminate .....2

**QC**

IF SAMPLE IS RDD, ASK FOR ZIP CODE.

*(ENTER ZIP CODE, 88888=Don't know, 99999=Refused)*

Your opinions are very important to us. At no time will I try to sell you anything and you will not be contacted as a result of this call. This survey will take about 10 minutes. First, what is your zip code?

99999  
 (Don't know) .....88888  
 (Refused).....99999

**QD**

IF SAMPLE IS CUSTOMER LIST, VERIFY ADDRESS.

Just to confirm, have I reached you at: &lt;ADDRESS&gt; in &lt;CITY&gt;?

Yes.....1      => QE  
 No .....2  
 (Don't know) .....8  
 (Refused).....9

Those are all the questions I have. Thank you very much for your time today.

(Not at service address).....27      => END

### QE

Are you the person most familiar with the service you receive from your electric company at this address?

Yes.....1      => QG  
 No .....2      => QF  
 (Don't know) .....8  
 (Refused).....9

Those are all the questions I have. Thank you very much for your time today.

(Don't know who to talk to) .....24      => END

### QF

May I speak with the person most familiar with your electric service now?

Yes.....1  
 No-set up callback .....2  
 (Refused - terminate).....9

(REPEAT INTRO IF NECESSARY)

(Hello, I am \_\_\_\_\_. We are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company.)

Your opinions are very important to us. At no time will I try to sell you anything and you will not be contacted as a result of this survey. The survey will take about 10 minutes.

We would like to ask you some questions about the electric service you receive from your electric company. Is this a convenient time?

### QG

see screens

Yes.....1  
 No .....2  
 (Refused).....9

### QH

Do you, or does a member of your family living in your home, work for an advertising agency or market research firm, or for a gas, electric, or phone company?

Yes.....1  
 No .....2      => QN  
 (Don't know) .....8  
 (Refused).....9

Those are all the questions I have. Thank you very much for your time today.

(work for market research/utility) .....28      => END

**QN**

QN. What is the name of your electric company?	
(AmerenCIPS/CIPS/Central Illinois Public Service) .....	1
(AmerenUE/Union Electric) .....	2
(CILCO/Central Illinois Light Company) .....	3
(ComEd/Commonwealth Edison) .....	4
(Illinois Power/Dynegy) .....	5
(MidAmerican Energy/Iowa-Illinois Gas & Electric) .....	6
(Mt. Carmel Public Utility Company) .....	7
(Other) .....	8
(Don't know) .....	9
(Refused) .....	0

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Those are all the questions I have. Thank you very much for your time today.

(Not a listed utility) .....25      => END

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Those are all the questions I have. Thank you very much for your time today.

(Mismatch utility) .....26      => END

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First, let's talk about <utiln>. I'd like you to rate <utiln>'s performance using a zero to ten scale, where a zero means a poor job and a ten means an excellent job. Of course, you can use any number between zero and ten.

Continue .....1

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**Q1**

RANDOMIZE Q1, Q2, AND Q3.
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(How would you rate the job that <utiln > does on....) Providing electric service overall?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused) .....	99

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**Q2**

(How would you rate the job that &lt;utiln&gt; does on....) Providing reliable electric service?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q3**

(How would you rate the job that &lt;utiln&gt; does on....) Keeping your electric rates reasonable?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q4**

Now, I'd like to talk to you about &lt;utiln&gt;'s performance on electric reliability. How would you rate the job that &lt;utiln&gt; does on keeping the electric system, including power lines and equipment, in good working order?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q5**

(How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q6**

*(RECORD NUMBER OF TIMES, 998=Don't know, 999=Refused, 997=997 or more)*

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

\$E 1 997

No times/Did not lose power .....	000
997 times or more .....	997
(Don't know) .....	998
(Refused).....	999

**Q7**

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln> does on minimizing the number of power outages lasting MORE than one minute?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q8***(RECORD NUMBER OF TIMES, 998=Don't know, 999=Refused, 997=997 or more)*

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

\$E 1 997

No times/Did not lose power .....	.000	=> Q13
997 times or more .....	.997	
(Don't know) .....	.998	
(Refused).....	.999	

**CK9**

punch for q9

this outage .....	1
your most recent outage.....	0

**Q9**

Q9. When was &lt;ck9 &gt;? (PROBE: outage lasting more than one minute)

(November 2000) .....	.00
(October 2000) .....	.01
(September 2000) .....	.02
(August 2000) .....	.03
(July 2000) .....	.04
(June 2000) .....	.05
(May 2000) .....	.06
(April 2000) .....	.07
(March 2000) .....	.08
(February 2000) .....	.09
(January 2000) .....	.10
(December 1999) .....	.11
(November 1999) .....	.12
(October 1999) .....	.13
(Before October 1999) .....	.14
(Don't know) .....	.98
(Refused).....	.99

How long did this outage last?

(ENTER NUMBER OF WEEKS, DAYS, HOURS, OR MINUTES - 998=Don't know, 999=Refused)

@q10

(INTERVIEWER:IS THAT WEEKS, DAY, HOURS, OR MINUTES?)

@q10a    1 = weeks  
             2 = days  
             3 = hours  
             4 = minutes

**Q10**

10. How long did this outage last?

\$E 1 99

Don't know .....	.998	=> Q11
Refused .....	.999	=> Q11

**Q10A**

weeks, days, hours, minutes

weeks.....1  
 days.....2  
 hours.....3  
 minutes.....4

How long was the SHORTEST of these outages over one minute?  
 (PROBE: The shortest of the outages of MORE THAN one minute.)

(ENTER NUMBER OF WEEKS, DAYS, HOURS OR MINUTES, 998=Don't know, 999=Refused)

@q11

(IS THAT WEEKS, DAYS, HOURS, OR MINUTES?)

@q11a 1 = weeks  
 2 = days  
 3 = hours  
 4 = minutes

**Q11**

IF Q8 = 1 SKIP TO Q13.

11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

\$E 0 99

Don't know .....998      => Q12  
 Refused .....999      => Q12

**Q11A**

weeks, days, hours, minutes

weeks.....1  
 days.....2  
 hours.....3  
 minutes.....4

And how long did the LONGEST of these outages last?

(ENTER NUMBER OF WEEKS, DAY, HOURS, OR MINUTES - 998=Don't know, 999=Refused)

@q12

(IS THAT WEEKS, DAY, HOURS, OR MINUTES?)

@q12a 1 = weeks  
 2 = days  
 3 = hours  
 4 = minutes

**Q12**

Q12. And how long did the LONGEST of these outages last?

\$E 0 99

Don't know .....998      => Q13  
 Refused .....999      => Q13

**Q12A**

weeks, days, hours, minutes

weeks.....	1
days.....	2
hours.....	3
minutes.....	4

**Q13**

In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

Yes.....	1	
No .....	2	=> TXT15
(Don't know) .....	8	=> TXT15
(Refused).....	9	=> TXT15

**Q14***(DO NOT READ LIST, ENTER ALL THAT APPLY)*

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

Loss of perishables (food, etc.).....	1
Loss of electrical equipment or accessories .....	2
Interruption of business .....	3
Injury to self or another person .....	4
Other.....	5
(Don't know) .....	8
(Refused).....	9

Once again I'd like you to rate <utiln>'s performance, using the same zero to ten scale, where a zero means a poor job and a ten means an excellent job.

Continue .....1

**Q15**

RANDOMIZE Q15, Q16, AND Q17.

(How would you rate <utiln> at...) Restoring electric service at your residence when outages occur?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99



**Q16**

(How would you rate &lt;utiln&gt; at...) Providing information about extended outages?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused) .....	99

**Q17**

(How would you rate &lt;utiln&gt; at...) Being accessible during an outage?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused) .....	99

**Q18**

Q18. On a related topic, in the past 12 months, have you tried to reach &lt;utiln&gt; by phone?

Yes .....	1	
No .....	2	=> TXT22
(Don't know) .....	8	=> TXT22
(Refused) .....	9	=> TXT22

**Q19***(DO NOT READ LIST)*

Q19. What was the reason for your most recent call?

(To report a power problem, outage, or downed wire) .....	1
(To stop, start or transfer service) .....	2
(To make a payment arrangement or other billing question) .....	3
(To get information about locations, programs or services) .....	4
(Other) .....	5
(Don't know/Don't remember) .....	8
(Refused) .....	9

**Q20**

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Automatic Telephone Response System only .....	1	
Customer Service Rep only .....	2	
Both .....	3	
(Don't know) .....	8	=> TXT22
(Refused).....	9	=> TXT22

**Q21**

(On a scale of zero to 10, where a zero means a poor job and a ten means an excellent job,) please rate how well <utiln> met your needs during this phone call.

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**TXT22**

Next, I'm going to read you a list of services that <utiln> may or may not provide. As I read each one, please tell me if you are very familiar, somewhat familiar or not at all familiar with <utiln> providing these services.

Continue .....1

**Q22**

RANDOMIZE Q22, Q23, Q24, AND Q25.
-----------------------------------

*(READ LIST)*

(<utiln>...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Very familiar.....	1
Somewhat familiar.....	2
Not at all familiar .....	3
(Don't know/Refused).....	9

**Q23****(READ LIST)**

(<utiln>...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Very familiar.....1  
 Somewhat familiar.....2  
 Not at all familiar .....3  
 (Don't know/Refused).....9

**Q24****(READ LIST)**

(<utiln>...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Very familiar.....1  
 Somewhat familiar.....2  
 Not at all familiar .....3  
 (Don't know/Refused).....9

**Q25****(READ LIST)**

(<utiln>...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

Very familiar.....1  
 Somewhat familiar.....2  
 Not at all familiar .....3  
 (Don't know/Refused).....9

**Q26****(READ LIST)**

(<utiln>...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Very familiar.....1  
 Somewhat familiar.....2  
 Not at all familiar .....3       => Q30  
 (Don't know/Refused).....9       => Q30

Now, I'd like to ask you to rate the tree trimming done by <utiln >. Please use the same zero-to-ten scale, where a zero means a poor job overall and a ten means an excellent job overall.

Continue .....1

**Q27**

RANDOMIZE Q27, Q28, AND Q29.
------------------------------

(How would you rate the job that <utiln> does on...) Trimming trees and clearing branches away from power lines to reduce the occurrence of power outages?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q28**

(How would you rate the job that <utiln> does on...) Communicating the need for trimming trees?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q29**

(How would you rate the job that <utiln> does on...) Trying hard to preserve the appearance of the trees they trim?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent .....	10
(Don't know) .....	98
(Refused).....	99

**Q30**

Now I would like to talk to you about your impressions of <utiln>'s billing. Do you receive a bill from <utiln> at this location?

Yes.....	1	
No .....	2	=> Q33
(Don't know) .....	8	=> Q33
(Refused).....	9	=> Q33

**Q31**

Q31. Do you personally see or handle this bill?

Yes.....	1	
No .....	2	=> Q33
(Don't know) .....	8	=> Q33
(Refused).....	9	=> Q33

**Q32**

Q32. Thinking about the bills that you receive from <utiln>, using a zero-to-ten scale, how would you rate <utiln> on... providing a bill that makes it easy to tell how much the current month's charges are?

Poor .....	00
1 .....	01
2 .....	02
3 .....	03
4 .....	04
5 .....	05
6 .....	06
7 .....	07
8 .....	08
9 .....	09
Excellent.....	10
(Don't know) .....	98
(Refused).....	99

**Q33**

*(ENTER FULL YEAR, 8888=Don't know, 9999=Refused)*

Now, I'd like to ask you a few questions to help group your answers with those of others taking part in this survey. In what year were you born?

\$E 1850 1990	
(Don't know) .....	8888
(Refused).....	9999

**Q34**

Do you own or rent your residence?

Own/Buying.....	1
Rent/Lease.....	2
(Don't know) .....	8
(Refused).....	9

**Q35***(ENTER NUMBER OF YEARS, 888=Don't know, 999=Refused, 0=less than 1 yr.)*

Q35. How many years have you lived at your current residence?

\$E 0 150

less than 1 year .....000

Don't know .....888

Refused .....999

**Q36***(READ LIST)*

In which of the following broad categories does your 1999 total pre-tax household income from all sources fall?

Up to \$25,000 .....1

\$25,000 to \$49,999 .....2

\$50,000 to \$74,999 .....3

\$75,000 or more .....4

(Don't know) .....8

(Refused) .....9

**Q37**

Including yourself, how many people live in your household?

One .....1

Two .....2

Three .....3

Four .....4

Five or more .....5

(Don't know) .....8

(Refused) .....9

**Q40**

Q40. ENTER GENDER (BY OBSERVATION)

(Male) .....1

(Female) .....2

(Don't know) .....8

That's all the questions I have. Thank you for your help on this very important research project. Good bye!